

Job Description

Job Title: Auxiliary Services Clerk

Department: Bookstore/Auxiliary Services

Job Category/ FLSA Status: Operations/Non-exempt

Accountability: Director, Real Estate Operations

Authority: NA

Position Description:

Provide excellent customer service and collects various payments for merchandise in a complete, accurate, and courteous fashion to ensure complete customer satisfaction. Provide a variety of skilled entry level general facilities and audio visual operations support. Flexibility is an important aspect of this position.

Major/Essential Functions:

Processes registration payments and product sales payments from customers. Manage cash draw, stock products, and assist customers. Provides minor on-going operations support facilities and AV equipment.

Duties/Responsibilities:

- Assists customers with information related to products sold in the bookstore.
- Collects money, credit card information, or checks from customers for product purchases.
- Maintains confidentiality of college and student records.
- Stocks and arranges product displays to assist in product sales.
- Assists with outside events by providing assistance with product sales.
- Assists customers with questions and product assistance.
- Performs basic operational maintenance and repairs for facilities and audio visual equipment
- Sets up classrooms.
- Resolves problems and follows through on work order requests. Communicates status of work orders to appropriate staff.
- Maintains stock in office supply areas located throughout the school.
- Changes and cleans filters, bulbs and other necessary items in AV equipment as needed on a routine basis.
- Conducts preventive maintenance by visually inspecting various work areas to identify/detect problem areas in need of repair.
- Picks up materials as requested.
- Installs bulletin boards, assembles furniture, patch wall and hang doors. Complete minor framing projects and retouch paint or varnish and other minor projects.
- Works independently or as a team to complete and process a variety of work order assignments.
- Provides a deterrent to potential criminal activity.
- Observes potential safety hazards and reports them to the proper authorities.
- Responds to emergency situations in a prompt and professional manner.
- Directs patrons to proper offices, as appropriate, to seek resolution of issues beyond the information available to the cashier.

- Receives and processes a variety of credit card payments and other cash and cash-related transactions.
- Posts transactions into student database or points of sale system.
- Verifies and posts to appropriate accounts and issues receipts.
- Balances cash receipts against register tape on a daily basis.
- Assists with outside events by providing assistance with product sales.
- Assists customers with questions and product assistance.
- Coordinates the duplication of or duplicates course notes and materials for sale to students.
- Delivers, mail, paper and office supplies to departments as needed.
- Assists with taking periodic inventory and may assist in ordering product.
- Performs related duties as required.

Qualifications:

Required:

- High school diploma or the equivalent and 1 to 3 three months of related experience.
- Be a committed Christian and in good standing with a local church.
- Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservations

Preferred:

- Bilingual in English and Spanish (speak, read, and write)

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):

- Skill in operating some equipment including power tools.
- Ability to work independently and as part of team to accomplish department tasks.
- Effective communications, interpersonal skills as applied to interaction with college administrators, faculty, staff, students and the public.
- Ability to calculate numbers, correct entries, and post to records.
- Ability to effectively communicate accounting information, policies, and/or procedures in a manner easily understood by the customer.
- Ability to maintain confidentiality of records and information.
- Ability to add, subtract, multiply and divide.
- Ability to analyze and solve problems.
- Ability to count cash and coins and calculate change.
- Knowledge of cash management principles and/or procedures.
- Proficient in MS Word, Excel and Outlook.
- Knowledge of account balancing or cash drawer close-out.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):

- Accurately conducting of periodic product inventory for financial and product control purposes.
- Accurate performance of shift cash drawer close out and balancing.
- All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

Mobility/Physical Demands:

- Employee must sit, stand and walk.
- Required to use hands to handle or feel objects, tools or controls; reach with hands and arms for the purpose of working with or on hand tools.
- Employee will be required to lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds with assistance.
- Employee will be required to climb ladders; work in confined spaces both outside and inside of all types of weather.

- Employee will be required to perform manual labor including dexterity in performing basic repair and maintenance functions.
- Employee must talk and listen via face-to-face contact and telephone.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):

- Typical bookstore/retail and facilities office environment
- May require periodic travel to events or to pick up product stock and must have a valid drivers license

Security Sensitive: Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

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